

Significant increases in demand met by stunning performance by our staff.

FOI

A remarkable year's performance. We had to address a 10% increase in receipts. Despite a cut in overall FOI funding, an increase in output led to a reduction of our overall caseload.

A similar level of increase for next year will be extremely challenging. We don't anticipate this given the fact that Q1,2 and 3 receipts were very similar. A 5% increase might be more realistic. We will look again at area efficiencies in the process.

DP

Record receipts exceeded by a 9% increase in cases closed. Changes under project eagle should enable us to keep pace with a 5% increase in demand.

Helpline

Record receipts, but we don't expect further similar increase in 2014/2015. Many additional calls were generated by the changes to the registration system. We have improved telephony that reduces internal transfers and our on line information continues to provide help that diverts people from calls, except where the issue is better dealt with by phone.

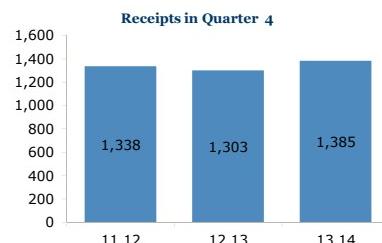
PHSO

Below is a breakdown of complaints made to the PHSO about the ICO that we have been notified about. Of the 51 where the complaint was closed, they upheld one complaint and partially upheld two others.

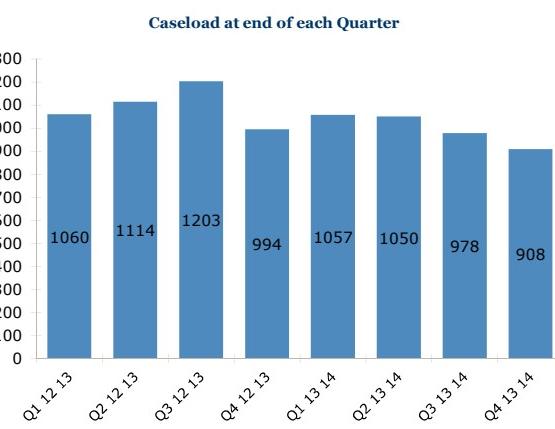
2013-14	Complaint not upheld	Complaint partially upheld	Complaint upheld	No investigation	Under investigation
April	2	1		2	
May	3			4	
June	2			4	
July				6	1
August	3		1	2	1
September	2				1
October	10	1			1
November				2	
December				2	
January				2	6
February				2	6
March					3
Total	22	2	1	26	19

Simon Entwistle

Received		
	2012/13	2013/14
Quarter 1	1,178	1,335
Quarter 2	1,121	1,268
Quarter 3	1,086	1,163
Quarter 4	1,303	1,385
Total	4,688	5,151



Closed		
	2012/13	2013/14
Quarter 1	1,102	1,296
Quarter 2	1,094	1,284
Quarter 3	1,002	1,255
Quarter 4	1,536	1,461
Total	4,734	5,296



FOI and EIR Complaints - Age profiles of finished casework

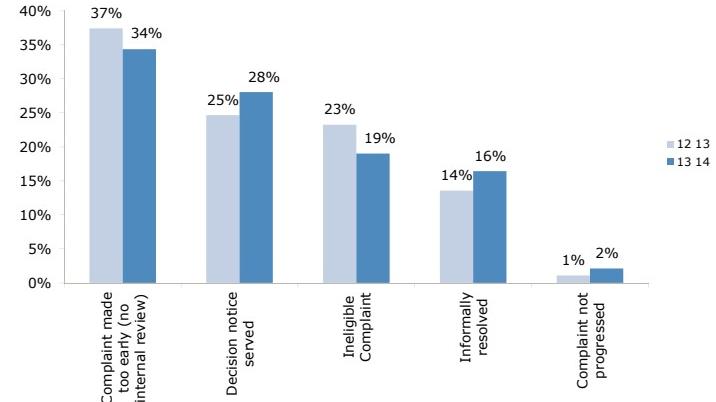
Age profile	Q4	%
0 - 30 days	798	55%
31 - 90 days	150	10%
91 - 180 days	336	23%
181 - 270 days	139	10%
271 - 365 days	35	2%
1 yr - 18 months	3	0%
Total	1,461	100%

Decision Notices Served

	2012/13	2013/14
Quarter 1	214	232
Quarter 2	275	298
Quarter 3	235	316
Quarter 4	382	415
Total	1,106	1,261

+14%

FOI Complaint Comparative Outcomes Q4

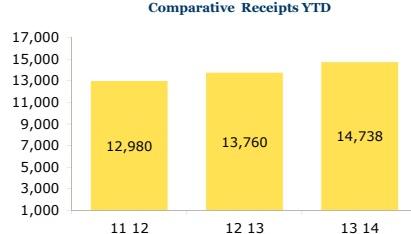
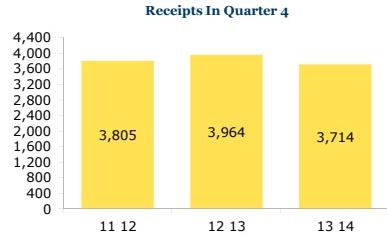


Decision Notices Served by outcome

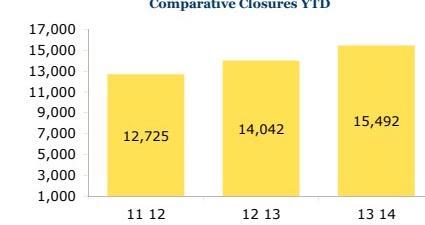
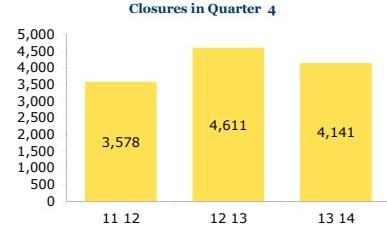
	2012/13				2013/14			
	Not upheld	Partially upheld	Upheld	Total	Not upheld	Partially upheld	Upheld	Total
Quarter 1	104	47	63	214	139	28	65	232
Quarter 2	145	41	89	275	176	48	74	298
Quarter 3	145	31	59	235	202	43	71	316
Quarter 4	221	61	100	382	257	54	104	415
Total	615	180	311	1,106	774	173	314	1,261

Some complaints that are originally classified as FOI receipts are subsequently reclassified and removed from the receipt total. This affects the caseload and causes it not to balance with quarterly receipts and closures.

Received		
	2012/13	2013/14
Quarter 1	3,309	3,676
Quarter 2	3,138	3,834
Quarter 3	3,349	3,514
Quarter 4	3,964	3,714
Total	13,760	14,738



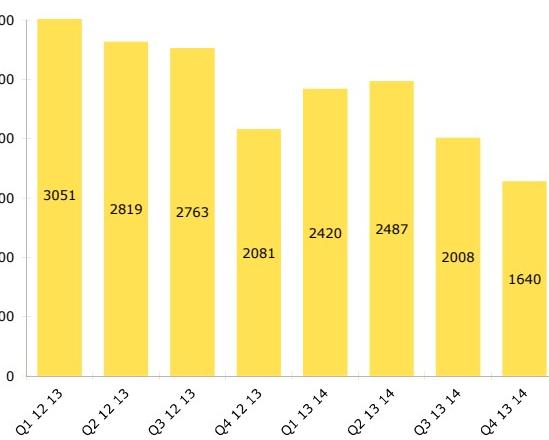
Closed		
	2012/13	2013/14
Quarter 1	2,730	3,401
Quarter 2	3,399	3,839
Quarter 3	3,471	4,111
Quarter 4	4,680	4,141
Total	14,280	15,492



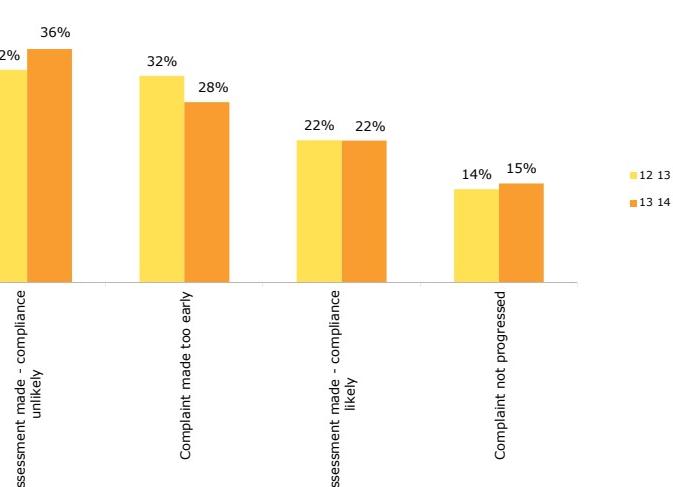
Receipts and Closures by Quarter



Caseload at the end of each Quarter



Complaint Comparative Outcomes Q4



DP Complaints - Age profiles of finished casework

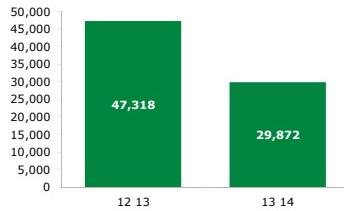
Age profile	Q4	%
0 - 30 days	2,400	58%
31 - 90 days	778	19%
91 - 180 days	826	20%
181 - 270 days	132	3%
271 - 365 days	5	0%
Total	4,141	100%

Some complaints that are originally classified as DP receipts are subsequently reclassified and removed from the receipt total. This affects the caseload and causes it not to balance with quarterly receipts and closures.

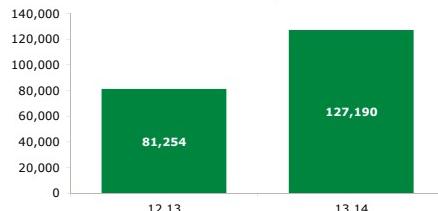
Concerns reported

	2012/13	2013/14
Quarter 1	13,265	57,236
Quarter 2	20,671	40,082
Quarter 3	47,318	29,872
Quarter 4	80,644	34,530
Total	161,898	161,720

Concerns reported in Quarter 4



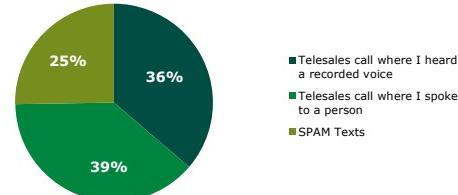
Comparative concerns reported YTD



Nature of telesales and SPAM texts reported

	2012/13		2013/14		
	Telesales call where I heard a recorded voice	Telesales call where I spoke to a person	SPAM Texts	Telesales call where I heard a recorded voice	Telesales call where I spoke to a person
Quarter 1	6,110	1,983	4,887	34,066	15,347
Quarter 2	5,300	6,972	8,099	17,007	15,687
Quarter 3	10,506	18,425	18,044	10,548	12,050
Quarter 4	53,922	15,042	11,271	12,403	13,185
Total	75,838	42,422	42,301	74,024	56,269
					30,139

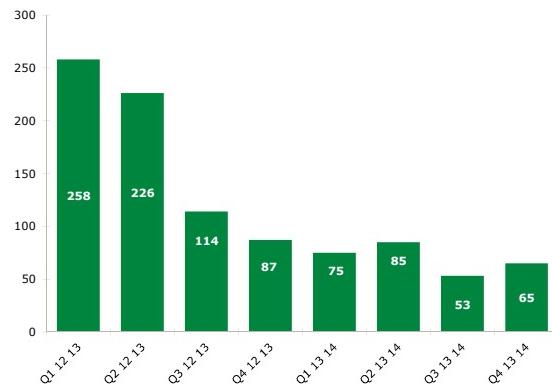
Nature of telesales and SPAM texts reported Q4



Cookie concerns reported

Cookie concerns reported

	2012/13	2013/14
Quarter 1	258	75
Quarter 2	226	85
Quarter 3	114	53
Quarter 4	87	65
Total	685	278



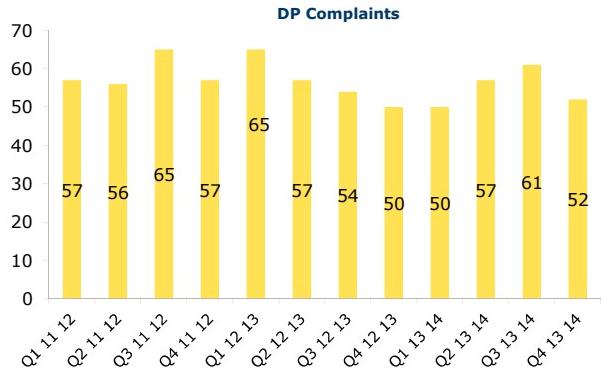
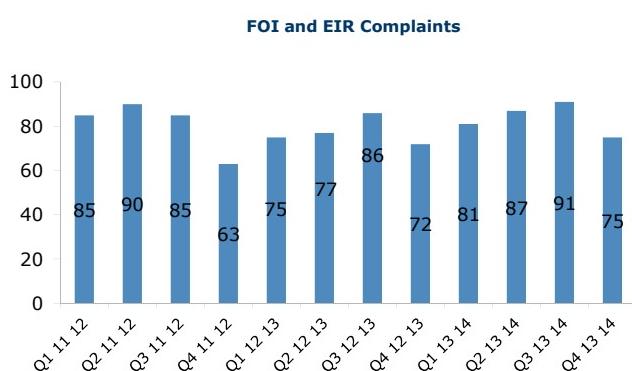
FOI and EIR Complaints - Age profiles

Age profile	Caseload Q4	%
0 - 30 days	299	33%
31 - 90 days	324	36%
91 - 180 days	203	22%
181 - 270 days	65	7%
271 - 365 days	17	2%
Total	908	100%

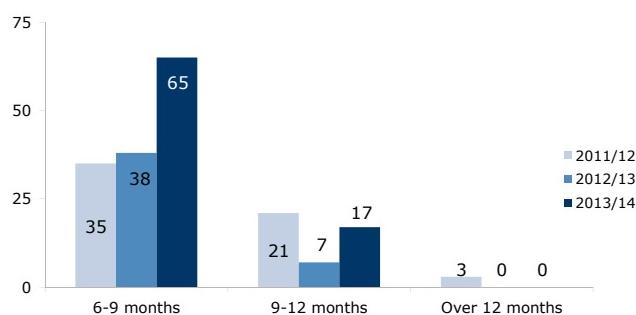
DP Complaints - Age profiles

Age profile	Caseload Q4	%
0 - 30 days	688	42%
31 - 90 days	640	39%
91 - 180 days	277	17%
181 - 270 days	32	2%
271 - 365 days	3	0%
Total	1,640	100%

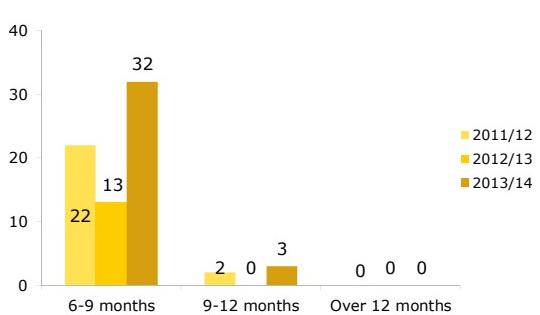
Average age of caseload in days at end of each quarter



FOI and EIR Complaints over 6 months old



DP Complaints over 6 months old

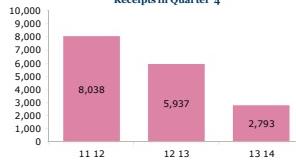


Written advice

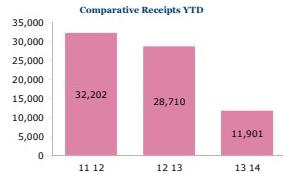
Written advice casework received

	2012/13			2013/14	
	General advice	Registration	Total	General advice	
Quarter 1	2,900	4,711	7,611	3,064	
Quarter 2	2,847	6,228	9,075	3,218	
Quarter 3	2,593	3,494	6,087	2,826	
Quarter 4	2,915	3,022	5,937	2,793	
Total	11,255	17,455	28,710	11,901	

Receipts in Quarter 4



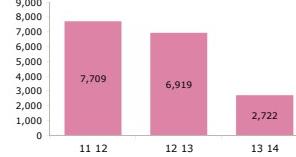
Comparative Receipts YTD



Written advice casework closed

	2012/13			2013/14	
	General advice	Registration	Total	General advice	
Quarter 1	2,709	4,534	7,243	3,051	
Quarter 2	3,017	5,820	8,837	3,043	
Quarter 3	2,651	3,396	6,047	2,764	
Quarter 4	3,212	3,707	6,919	2,722	
Total	11,589	17,457	29,046	11,580	

Closures in Quarter 4



Comparative Closures YTD

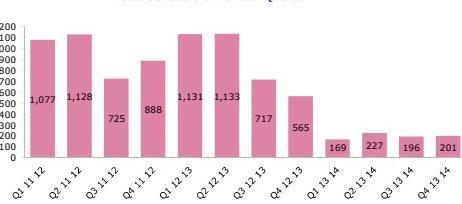


Total written advice - age profile

Age profile	General advice Caseload Q4	%
0 - 30 days	188	94%
31 - 90 days	11	5%
91 - 180 days	2	1%
Total	201	100%

Since the introduction of our new registration service, requests for registration advice are no longer measured separately and are part of our overall registration service transactions. We will be developing MI to cover our new registration service during the financial year 2014-15.

Caseload at the end of each Quarter



Helpline advice

Helpline calls received

	2012/13	2013/14
Quarter 1	52,966	64,231
Quarter 2	56,309	73,030
Quarter 3	54,629	63,553
Quarter 4	61,234	59,089
Total	225,138	259,903

% calls answered

	2012/13	2013/14
Quarter 1	96%	93%
Quarter 2	96%	93%
Quarter 3	95%	95%
Quarter 4	94%	94%
Total	95%	94%

Helpline calls answered

	2012/13	2013/14
Quarter 1	50,715	59,686
Quarter 2	53,879	67,996
Quarter 3	51,826	60,249
Quarter 4	57,393	55,506
Total	213,813	243,437

Average wait time

	2012/13	2013/14
Quarter 1	42	100
Quarter 2	45	94
Quarter 3	55	72
Quarter 4	65	74
Average Wait YTD	52	85

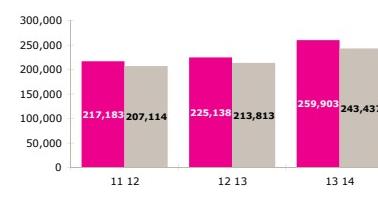
Total Helpline Calls Received in Quarter 4



Calls received -4%

Calls answered -3%

Comparative Total Calls Received YTD



Calls received +15%

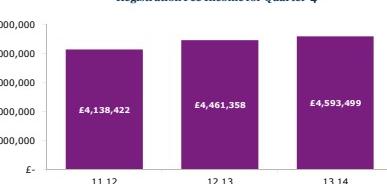
Calls answered +14%

Registration fee income

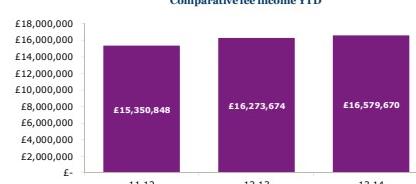
Fee income received

	2012/13	2013/14
Quarter 1	£3,831,140	£3,773,331
Quarter 2	£3,797,398	£3,891,318
Quarter 3	£4,183,778	£4,321,522
Quarter 4	£4,461,358	£4,593,499
Total	£16,273,674	£16,579,670

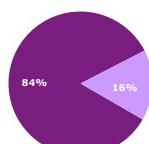
Registration Fee Income for Quarter 4



Comparative fee income YTD



Fee income received in Q4 by fee tier



■T1 (£35) ■T2 (£50)

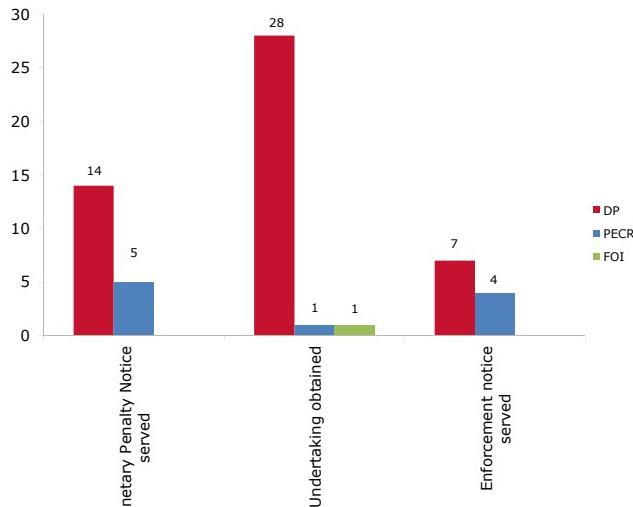
Enforcement cases created

		Data Protection	PECR	FOI and EIR
2012/13	Quarter 1	285	3	0
	Quarter 2	339	37	1
	Quarter 3	417	28	7
	Quarter 4	378	39	4
Total		1,419	107	12
2013/14	Quarter 1	364	30	4
	Quarter 2	429	30	5
	Quarter 3	469	26	0
	Quarter 4	435	27	4
Total		1,697	113	13

Self-Reported Breaches

	2012/13	2013/14
Quarter 1	239	288
Quarter 2	297	398
Quarter 3	303	383
Quarter 4	337	330
Total	1,176	1,399

Outcome of Civil Enforcement work finished 2013-14

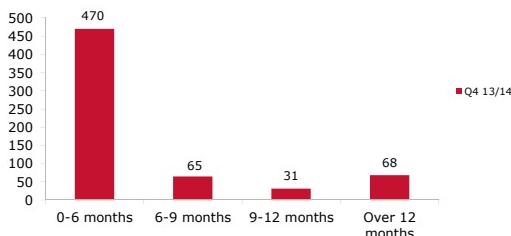


Enforcement cases finished

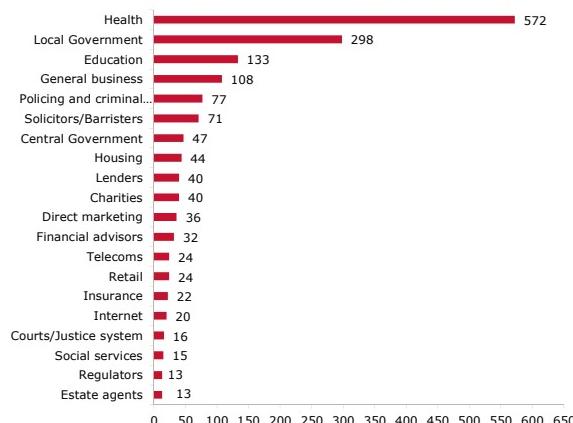
		Data Protection	PECR	FOI and EIR
2012/13	Quarter 1	304	3	2
	Quarter 2	318	24	0
	Quarter 3	287	20	3
	Quarter 4	461	14	3
Total		1,370	61	8
2013/14	Quarter 1	336	27	3
	Quarter 2	438	14	5
	Quarter 3	551	36	8
	Quarter 4	430	33	1
Total		1,755	110	17

*1644 cases finished with outcome investigated, remedial action identified YTD

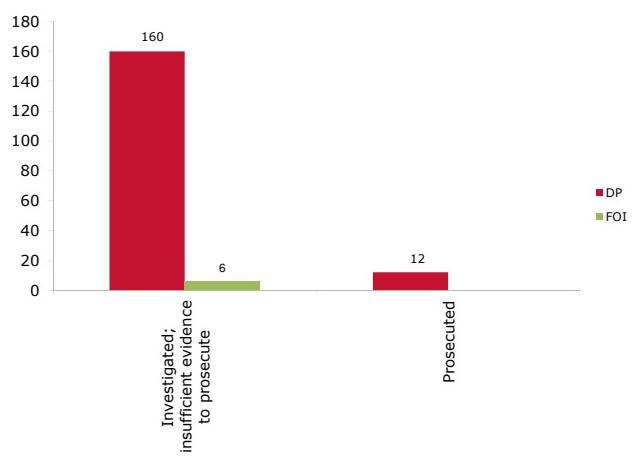
Age distribution of current caseload



Sector breakdown of Enforcement work finished 2013-14



Outcome of Criminal Investigation work finished 2013-14



Investigated; remedial action identified - This category encompasses all cases investigated by the civil investigation team which do not result in formal regulatory action, such as a civil monetary penalty or enforcement notice. This also includes cases that may not breach the Data Protection Act, but where detailed advice can be provided to a data controller, to cases that require a full investigation of the circumstances of a breach but which eventually do not meet the criteria for formal action by the Commissioner.